

FIG. 2

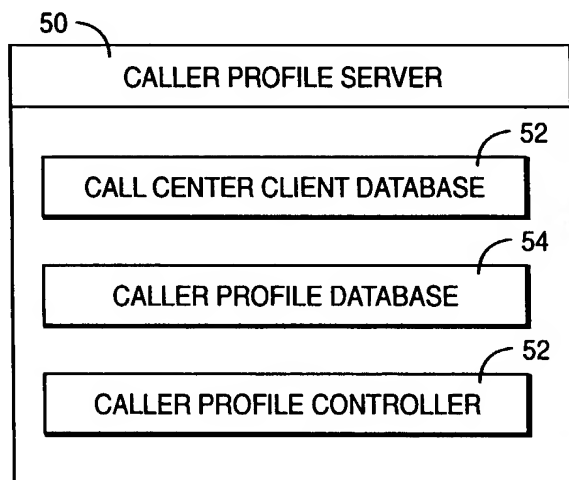


FIG. 3

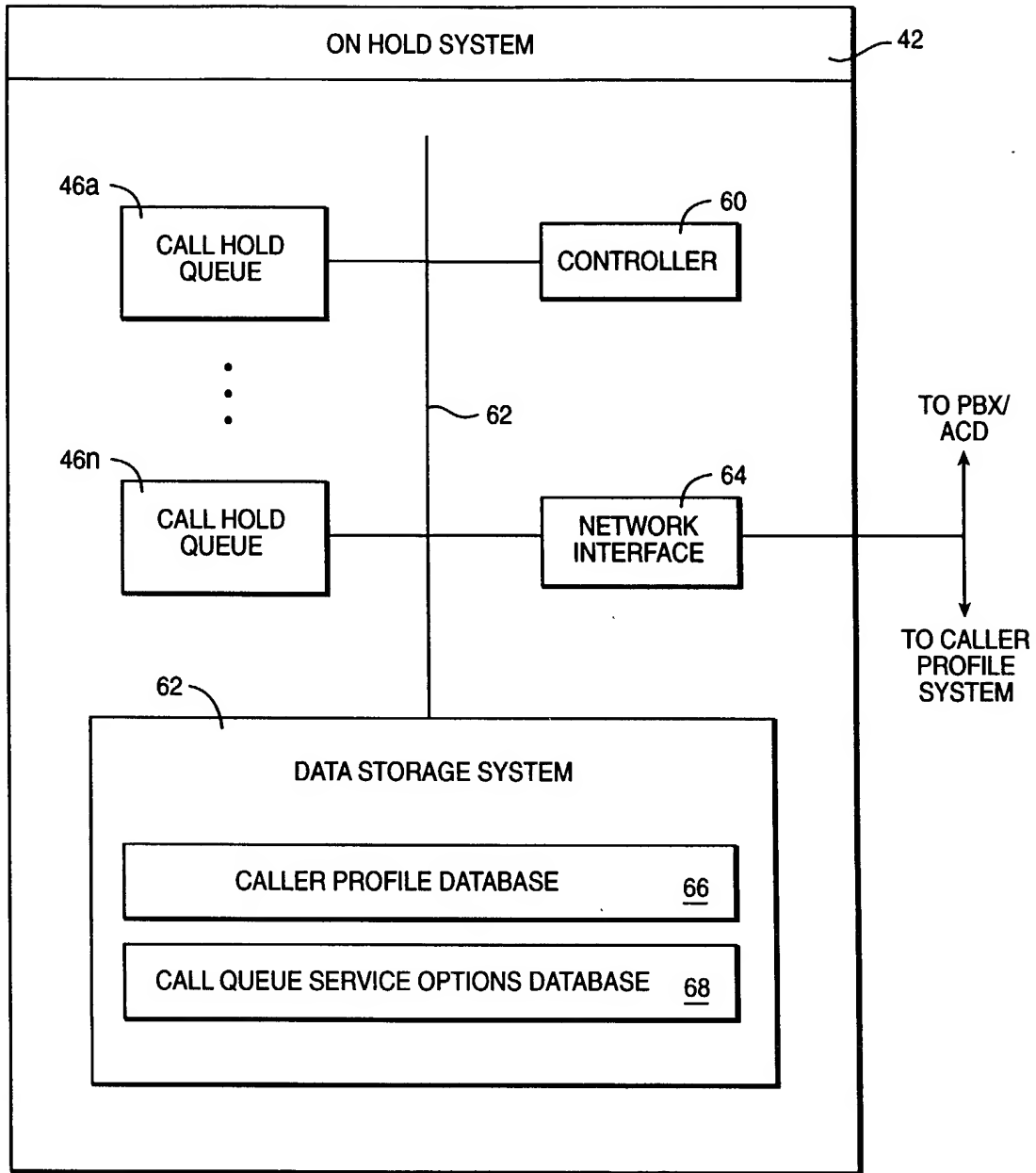
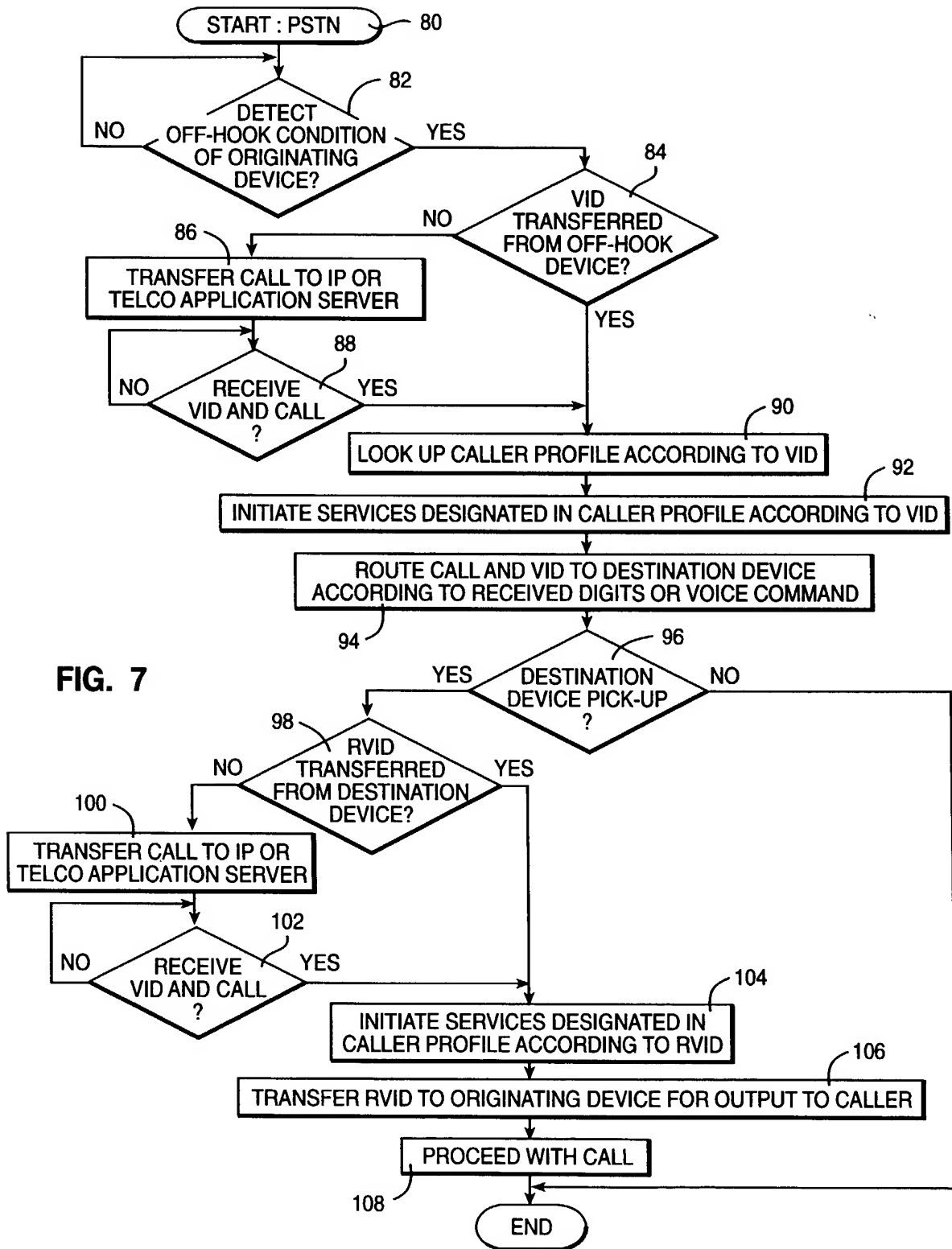


FIG. 4

CALLER PROFILE	
VID - JANE SMITH 500-00-000	
MUSIC PREFERENCE : CLASSICAL, LIGHT ROCK	
NEWS PREFERENCE : HEADLINE NEWS	
GAME PREFERENCE : GROUP, TRIVIA	
AGE : 30	
SEX : F	
EDUCATION : COLLEGE	
OCCUPATION : ADVERTISING	
SPECIAL NEED : NONE	
GEOGRAPHICAL REGION : 12	
PRODUCTS:	
COMPUTER A; APPLIANCE B; CABLE SERVICE C	
MONTHLY WAIT HISTORY :	
30 MINS CLASSICAL MUSIC, SONGS A-G	
20 MINS HEADLINE NEWS, CNN	
40 MINS TRIVIA GAME, QUESTIONS 1-40 FROM GAMES R US	
50 MINS SURVEY, POLITICAL VIEWS ON SPORTS	
5 MINS LIGHT ROCK MUSIC	
10 MINS SPORTS NEWS	
CURRENT WAIT HISTORY	
20 MINS QUEUE 1	-> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG
2 MINS QUEUE 3	CURRENTLY ON HOLD
MONTHLY TIME WITH REPRESENTATIVE	
AVERAGE TIME : 10 MINUTES	
LONGEST TIME: 30 MINUTES	
SHORTEST TIME: 2 MINUTES	
ON HOLD PTS = 20	
VID - JON DOE 600-00-000	
MUSIC PREFERENCE : JAZZ	
NEWS PREFERENCE : ENTERTAINMENT NEWS	
GAME PREFERENCE : CARD GAMES	
AGE : 40	
SEX : M	
EDUCATION : GRADUATE	
OCCUPATION : LEGAL	
SPECIAL NEED : PARTIALLY DEAF	
GEOGRAPHICAL REGION : 10	
PRODUCTS:	
BLOCKED BY CALLER	
MONTHLY WAIT HISTORY :	
10 MINS ENTERTAINMENT NEWS, ET	
20 MINS JAZZ, SONGS A-C	
40 MINS JAZZ, SONGS D-G	
5 MINS JAZZ, SONG H	
40 MINS 3RD PARTY CALL	
10 MINS 3RD PARTY CALL	
CURRENT WAIT HISTORY	
10 MINS QUEUE 2	-> TRANSFER TO QUEUE 4 FOR ADDITIONAL QUESTION
5 MINS QUEUE 4	CURRENTLY ON HOLD
MONTHLY TIME WITH REPRESENTATIVE	
AVERAGE TIME : 5 MINUTES	
LONGEST TIME: 20 MINUTES	
SHORTEST TIME: 1 MINUTES	
ON HOLD PTS = 20	

FIG. 5

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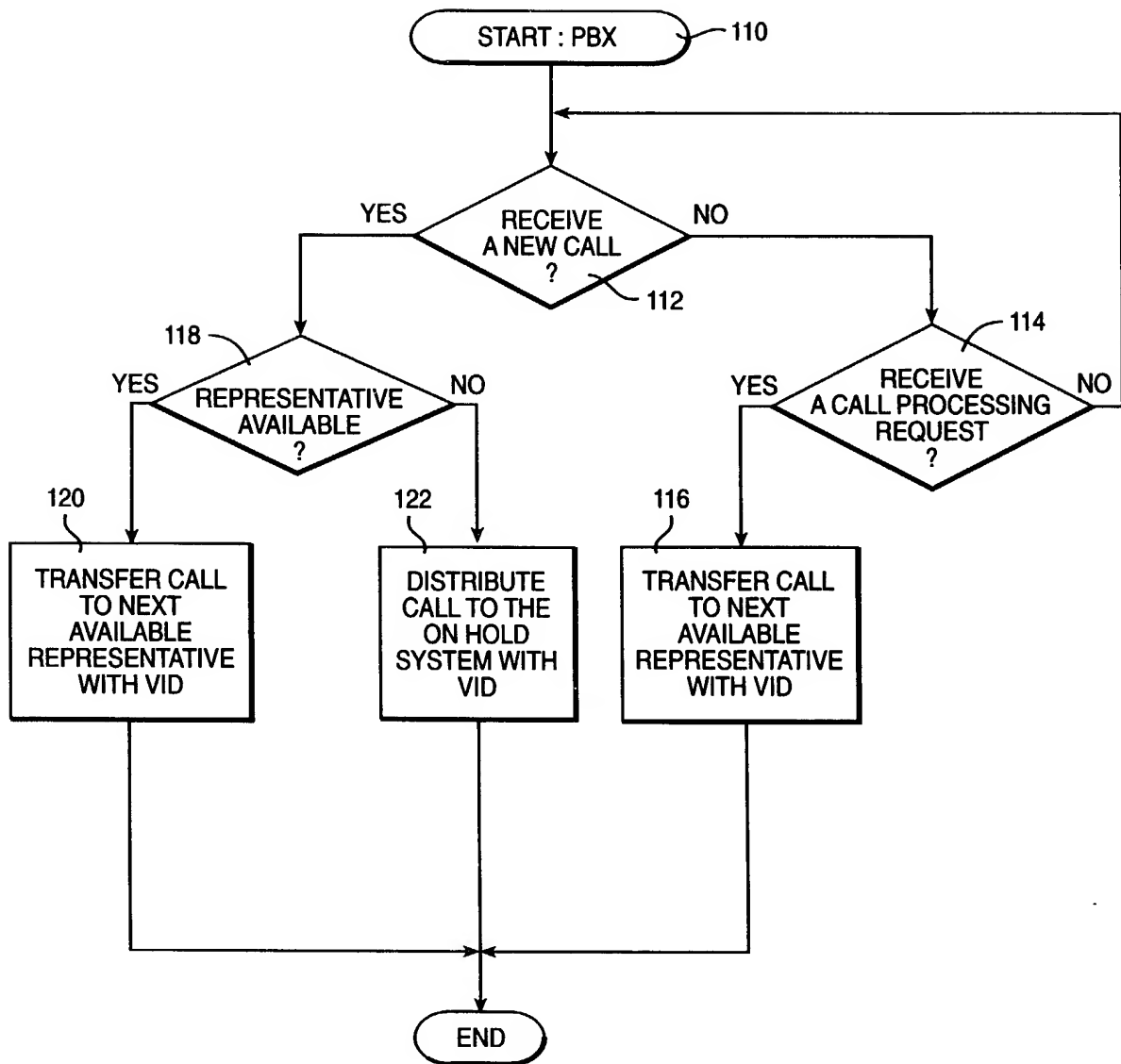
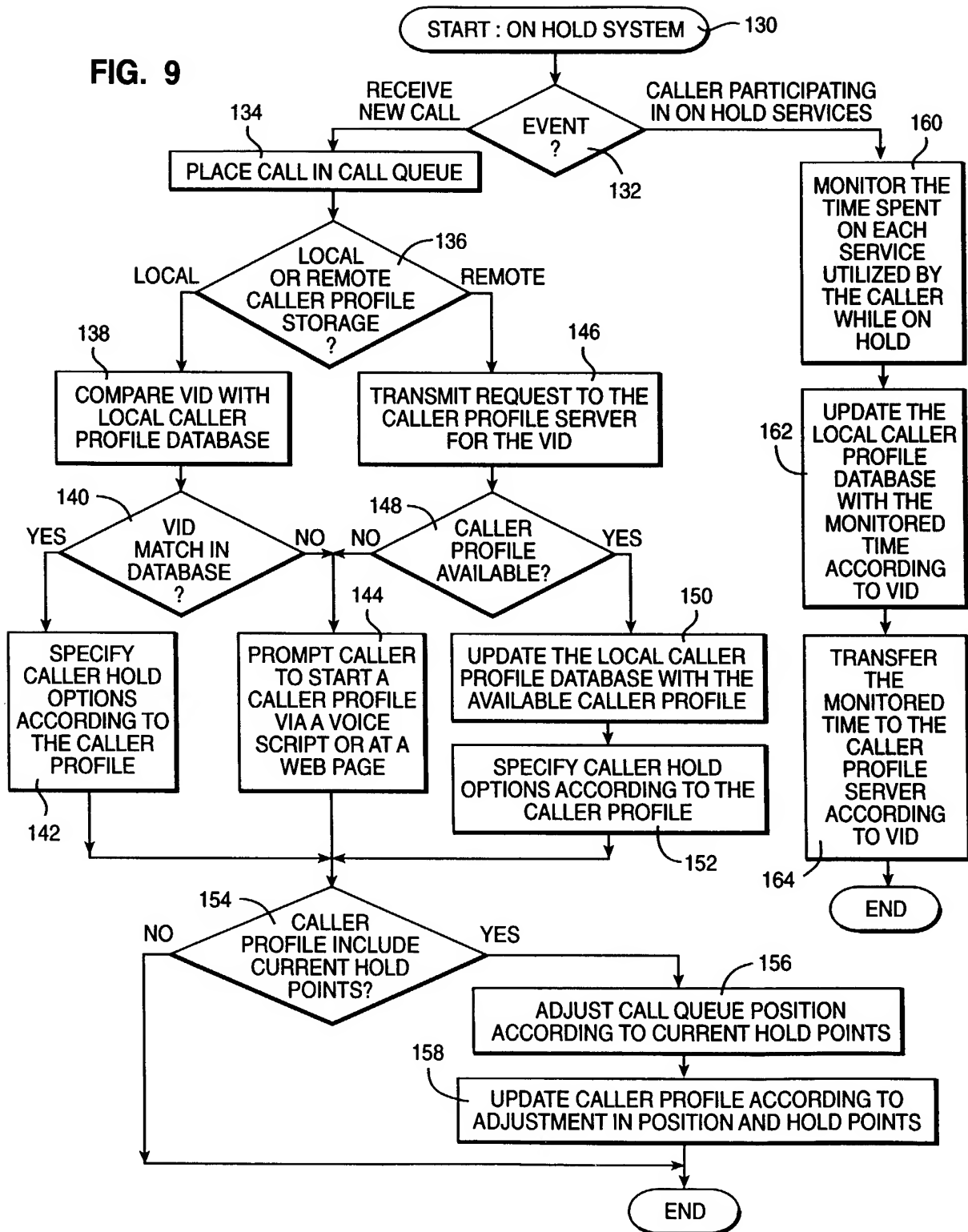


FIG. 8

FIG. 9



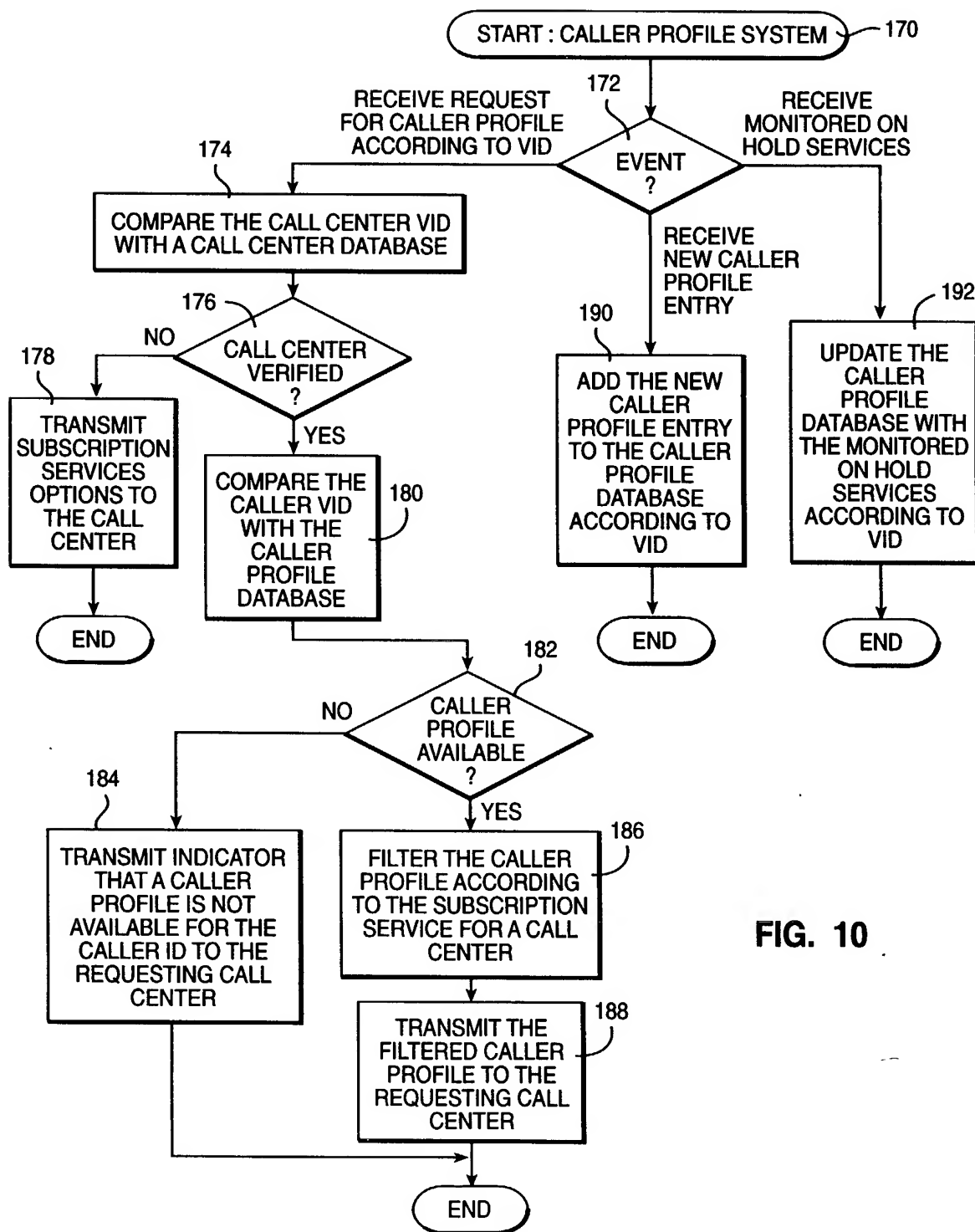


FIG. 10